

All About Dial-A-Ride Van

What is Dial-A-Ride?

Dial-A-Ride is a Woodburn Transportation Service providing **door to door** transportation to elderly and disabled residents of Woodburn **who are unable to use the fixed route bus** and require the door to door van service.

People with disabilities are eligible under the American with Disabilities Act if they are unable to utilize the fixed route system. For more information call WTS at 503-982-7433 (RIDE).

Who May Use the Dial-A-Ride?

If you live within the city limits of Woodburn, are older adult or a person with disabilities, and find it **difficult or impossible to use the fixed route transit service**. If disabled, once you are certified (meeting the criteria of the Americans with Disabilities Act) you may use the Dial-A-Ride for any destination in Woodburn.

How do I find out if I am Eligible, Get Certified or Make Appointments for Transportation?

Call the Transportation Office at 982-5233 or 982-RIDE and we will take your information over the phone for temporary eligibility and send you an eligibility form for your physician to fill out and mail back to us. Office hours are from 7:00 am to 7:00 pm Monday through Friday. You may call and schedule an appointment up to two weeks in advance. A minimum of 24 hours before your appointment is necessary to ensure you get on the schedule. **Unfortunately, no same day service is provided.** Appointments are schedule on a **first come, first served** basis.

What does it cost?

The cost for Dial- A-Ride transportation is \$5.00 for the roundtrip. Passengers are permitted to stop at two locations. For example, you can go to the doctor then the pharmacy or you can go out to lunch and then to the grocery store. You chose where you need to go and we will make sure you get there and home again. We do have a \$25.00 punch card available. You pay for 5 round trip rides and get the 6th roundtrip ride FREE. Ask your driver for details.

If your plans change! Please call the office by 7:00 am but no later than 8:00 am the day of appointment so you can be removed from the schedule.

What are the Hours?

Dial-A-Ride operates Monday through Friday 7:00 am to 7:00 pm. Your pickup and return trips will be scheduled between these times.

Holidays

Dial-A-Ride does not operate on New Year's Day, Martin Luther King's Birthday, President's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day or Christmas Day.

Who Can Go With Me?

Anyone may accompany you on The trip. They are required to pay the \$5.00 fare.

If you require a Personal Care Attendant (PCA) they ride **FREE**. A **service animal** may accompany you on your trip. Companion pets need to be in an approved pet carrier.

Remember!

The Dial-A-Ride Van could arrive as early as 15 minutes before your scheduled pick up time, please be prepared and ready to go at least 15 minutes early. On return trips, the Dial-A-Ride Van could be up to 30 minutes later than your requested return time.

Woodburn Volunteer Medical Transportation

Woodburn Volunteer Medical transportation is a unique service for elderly and disabled residents of the Woodburn community to medical appointments out of town.

History

The concept of Volunteer Medical Transportation began in 1972 in the homes of a few concerned Woodburn residents. They began making appointments for medical transportation for elderly and disabled individuals, relying on friends and volunteers to do the driving. In time, the program grew so popular the demand for service became greater than the number of available drivers. The program relied solely on donations to keep it in operation, but it thrived. In 1975, the City of Woodburn began sponsoring the program, and supported it with scheduling personnel, office space and other materials. Volunteer drivers are now provided by the Retired & Senior Volunteer Program (RSVP).

How Volunteer Medical Transportation Operates

If you are an older adult or a person with a disability and are a resident of Woodburn and need transportation to a medical appointment out of town, call Woodburn Dial-A-Ride office at 982-7433.

Request will be taken up to two weeks in advance of appointments. A minimum of 24 hours advance notice of appointment is required.

The office is located at 202 Young Street, Woodburn. Office hours are 7:00 am to 7:00 pm Monday through Friday.

Staff will arrange for a volunteer driver to take you to your appointment in the local area, Portland or Salem. Volunteer Medical Transportation is staffed with a number of volunteer drivers, who donate their time and personal vehicle. They are reimbursed for their mileage. There is no fare or charge for the service, but we gladly accept donations (**preferably by check**) to the Dial-A-Ride program. **Drivers are not allowed to accept tips.**

How Much Should I Donate?

That is a question only you can answer. Volunteers are reimbursed **\$0.565** per mile, so you could base your donation according to the miles traveled for your trip or whatever you wish to donate. Donations are essential for the program to continue.

Woodburn Volunteer Transportation and DIAL-A-RIDE Programs - 982-7433 for all your medical transportation as far north as Portland and south as Salem and all points in-between.



WOODBURN VOLUNTEER TRANSPORTATION and DIAL-A-RIDE VAN



982-7433

**FOR ALL YOUR LOCAL
MEDICAL, SHOPPING & BUSINESS
APPOINTMENT NEEDS**